

FCC Form 481 - Carrier Annual Reporting
Data Collection Form

FCC Form 481
 OMB Control No. 3010-0048/OMB Control No. 3010-0049
 Rev. 2003

<010> Study Area Code 269019
 <015> Study Area Name PhoneAid Communications Corp
 <020> Program Year 2015
 <030> Contact Name: Person USAC should contact with questions about this data Angela Lemke
 <035> Contact Telephone Number: 8506029494 ext. 8020
 Number of the person identified in data line <030>
 <039> Contact Email Address: Angela@freephoneaid.com
 Email of the person identified in data line <030>

Received & Inspected

JUL 11 2014

FCC Mail Room

ANNUAL REPORTING FOR ALL CARRIERS

		BASES	54.422
		Completed	Completed
		Required	Required
<100>	Service Quality Improvement Reporting (complete attached worksheet)	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<200>	Outage Reporting (voice) (complete attached worksheet)	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<210>	<input checked="" type="checkbox"/> -- check box if no outages to report	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<300>	Unfulfilled Service Requests (voice) <input type="text" value="0"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<310>	Detail on Attempts (voice) (attach descriptive document)	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<320>	Unfulfilled Service Requests (broadband)	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<330>	Detail on Attempts (broadband) (attach descriptive document)	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<400>	Number of Complaints per 1,000 customers (voice)	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<410>	Fixed <input type="text" value="0.0"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<420>	Mobile	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<430>	Number of Complaints per 1,000 customers (broadband)	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<440>	Fixed	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<450>	Mobile	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<500>	Service Quality Standards & Consumer Protection Rules Compliance (check to indicate certification)	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<510>	CERTIFICATE OF COMPLIANCE WITH PROTECTION OF CUSTOMER PROPRIETARY NETWORK INFORMATION RULES 2014 doc 481.pdf (attached descriptive document)	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<600>	Functionality in Emergency Situations (check to indicate certification)	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<610>	(attached descriptive document)	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<700>	Company Price Offerings (voice) (complete attached worksheet)	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<710>	Company Price Offerings (broadband) (complete attached worksheet)	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<800>	Operating Companies and Affiliates (complete attached worksheet)	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<900>	Tribal Land Offerings (Y/N)? <input type="radio"/> <input type="radio"/> (if yes, complete attached worksheet)	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<1000>	Voice Services Rate Comparability (check to indicate certification)	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<1010>	(attach descriptive document)	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<1100>	Terrestrial Backhaul (Y/N)? <input type="radio"/> <input type="radio"/> (if not, check to indicate certification)	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<1110>	(complete attached worksheet)	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<1200>	Terms and Condition for Lifeline Customers (complete attached worksheet)	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Price Cap Carriers, Proceed to Price Cap Additional Documentation Worksheet

Including Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers

<2000>	(check to indicate certification)	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<2005>	(complete attached worksheet)	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Rate of Return Carriers, Proceed to ROR Additional Documentation Worksheet

<3000>	No. of Copies rec'd <input type="text" value="0"/> (check to indicate certification)	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<3005>	List ABCDE (complete attached worksheet)	<input type="checkbox"/>	<input checked="" type="checkbox"/>

**(100) Service Quality Improvement Reporting
Data Collection Form**

FCC Form 481

OMB Control No. 3060-0986/OMB Control No. 3060-0819

July 2013

<010>	Study Area Code	269019
<015>	Study Area Name	PhoneAid Communications Corp
<020>	Program Year	2015
<030>	Contact Name - Person USAC should contact regarding this data	Angela Lemke
<035>	Contact Telephone Number - Number of person identified in data line <030>	8506029494 ext. 8020
<039>	Contact Email Address - Email Address of person identified in data line <030>	Angela@freephoneaid.com
<110>	Has your company received its ETC certification from the FCC?	(yes / no) <input type="radio"/> <input checked="" type="radio"/>
	If your answer to Line <110> is yes, do you have an existing § 54.202(a) "5	
<111>	year plan" filed with the FCC?	(yes / no) <input type="radio"/> <input type="radio"/>

If your answer to Line <111> is yes, then you are required to file a progress report, on line <112> delineating the status of your company's existing § 54.202(a) "5 year plan" on file with the FCC, as it relates to your provision of voice telephony service.

- <112> Attach Five-Year Service Quality Improvement Plan or, in subsequent years, your annual progress report filed pursuant to 47 C.F.R. § 54.313(a)(1). If your company is a CETC which only receives frozen support, your progress report is only required to address voice telephony service.

Name of Attached Document

Please check these boxes below to confirm that the attached documents(s), on line 112, contains a progress report on its five-year service quality improvement plan pursuant to § 54.202(a). The information shall be submitted at the wire center level or census block as appropriate.

- <113> Maps detailing progress towards meeting plan targets
 <114> Report how much universal service (USF) support was received
 <115> How (USF) was used to improve service quality
 <116> How (USF) was used to improve service coverage
 <117> How (USF) was used to improve service capacity
 <118> Provide an explanation of network improvement targets not met in the prior calendar year.

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[illegible]

(700) Price Offerings Including Voice Rate Data
Data Collection Form

FCC Form 481

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<701> Residential Local Service Charge Effective Date

1/1/2014

<702> Single State-wide Residential Local Service Charge

[illegible]

(710) Broadband Price Offerings
Data Collection Form

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<039>	Contact Email Address - Email Address of person identified in data line <030>	Angela@freephoneaid.com

<711>

[illegible]

(500) Operating Companies
Data Collection Form

FCC Form 481

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July 2013

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<039>	Contact Email Address - Email Address of person identified in data line <030>	Angela@freephoneaid.com
<810>	Reporting Carrier	PhoneAid Communications corp
<811>	Holding Company	NA
<812>	Operating Company	PhoneAid Communications Corp

[illegible]

**(900) Tribal Lands Reporting
Data Collection Form**

FCC Form 481

OMB Control No. 3060-0986/OMB Control No. 3060-0819

July 2013

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<039>	Contact Email Address - Email Address of person identified in data line <030>	Angela@freephoneaid.com

<910> Tribal Land(s) on which ETC Serves

<920> Tribal Government Engagement Obligation

Name of Attached Document

If your company serves Tribal lands, please select (Yes, No, NA) for each these boxes to confirm the status described on the attached document(s), on line 920, demonstrates coordination with the Tribal government pursuant to § 54.313(a)(9) includes:

- <921> Needs assessment and deployment planning with a focus on Tribal community anchor institutions.
- <922> Feasibility and sustainability planning;
- <923> Marketing services in a culturally sensitive manner;
- <924> Compliance with Rights of way processes
- <925> Compliance with Land Use permitting requirements
- <926> Compliance with Facilities Siting rules
- <927> Compliance with Environmental Review processes
- <928> Compliance with Cultural Preservation review processes
- <929> Compliance with Tribal Business and Licensing requirements.

Select (Yes, No, NA)

**(1100) No Terrestrial Backhaul Reporting
Data Collection Form**

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 July 2013

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Please check this box to confirm no terrestrial backhaul
 <1120> options exist within the supported area pursuant to § 54.313(G)
 ☐

Please check this box to confirm the reporting carrier offers
 <1130> broadband service of at least 1 Mbps downstream and 256 kbps
 upstream within the supported area pursuant to § 54.313(G)
 ☐

(1200) Terms and Condition for Lifeline Customers
Lifeline
Data Collection Form

FCC Form 481
 OMB Control No. 3060-0986/OMB Control No. 3060-0819
 July 2013

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<039>	Contact Email Address - Email Address of person identified in data line <030>	Angela@freephoneaid.com

PHONEAID TERMS_AND_CONDITIONS_SERVICE_.pdf

<1210> Terms & Conditions of Voice Telephony Lifeline Plans

Name of Attached Document

<1220> Link to Public Website

HTTP

"Please check these boxes below to confirm that the attached document(s), on line 1210, or the website listed, on line 1220, contains the required information pursuant to § 54.422(a)(2) annual reporting for ETCs receiving low-income support, carriers must annually report:

- <1221> Information describing the terms and conditions of any voice telephony service plans offered to Lifeline subscribers, ☒
- <1222> Details on the number of minutes provided as part of the plan, ☒
- <1223> Additional charges for toll calls, and rates for each such plan. ☒

[2000] Price Cap Carrier Additional Documentation**Data Collection Form****Including Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers**

FCC Form 481

OMB Control No. 3060-0986/OMB Control No. 3080-0819

July 2013

<010>	Study Area Code	269019
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<020>	Program Year	2015
<030>	Contact Name - Person USAC should contact regarding this data	Angela Lemke
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<039>	Contact Email Address - Email Address of person identified in data line <030>	Angela@freephoneaid.com

CHECK the boxes below to note compliance as a recipient of Incremental Connect America Phase I support, frozen High Cost support, High Cost support to offset access charge reductions, and Connect America Phase II support as set forth in 47 CFR § 54.313(b),(c),(d),(e) the information reported on this form and in the documents attached below is accurate.

Incremental Connect America Phase I reporting

<2010> 2nd Year Certification (47 CFR § 54.313(b)(1))
 <2011> 3rd Year Certification (47 CFR § 54.313(b)(2))

☐
☐
Price Cap Carrier Receiving Frozen Support Certification (47 CFR § 54.312(a))

<2012> 2013 Frozen Support Certification
 <2013> 2014 Frozen Support Certification
 <2014> 2015 Frozen Support Certification
 <2015> 2016 and future Frozen Support Certification

☐
☐
☐
☐
Price Cap Carrier Connect America ICC Support (47 CFR § 54.313(d))

<2016> Certification Support Used to Build Broadband

☐
Connect America Phase II Reporting (47 CFR § 54.313(e))

<2017> 3rd year Broadband Service Certification
 <2018> 5th year Broadband Service Certification
 <2019> Interim Progress Certification
 <2020> Please check the box to confirm that the attached document(s), on line 2021, contains the required information pursuant to § 54.313 (e)(3)(ii), as a recipient of CAF Phase II support shall provide the number, names, and addresses of community anchor institutions to which began providing access to broadband service in the preceding calendar year.

☐
☐
☐
☐

<2021> Interim Progress Community Anchor Institutions

Name of Attached Document Listing Required Information

(3000) Rate Of Return Carrier Additional Documentation

FCC Form 481

Solar Collection Form

OMB Control No. 3060-0986/OMB Control No. 3060-0819

July 2013

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<039> Contact Email Address - Email Address of person identified in data line <030>	Angela@freephoneaid.com

CHECK the boxes below to note compliance on its five year service quality plan (pursuant to 47 CFR § 54.202(a)) and, for privately held carriers, ensuring compliance with the financial reporting requirements set forth in 47 CFR § 54.313(f)(2). I further certify that the information reported on this form and in the documents attached below is accurate.

- (3010) Progress Report on 5 Year Plan
Milestone Certification [47 CFR § 54.313(f)(1)(i)]

Name of Attached Document Listing Required Information

- (3011) Please check this box to confirm that the attached document(s), on line 3012 contains the required information pursuant to § 54.313 (f)(1)(ii), the carrier shall provide the number, names, and addresses of community anchor institutions to which began providing access to broadband service in the preceding calendar year. ☐

- (3012) Community Anchor Institutions [47 CFR § 54.313(f)(1)(ii)]

Name of Attached Document Listing Required Information

- (3013) Is your company a Privately Held ROR Carrier [47 CFR § 54.313(f)(2)]
(3014) If yes, does your company file the RUS annual report

(Yes/No) ☒ ☒
(Yes/No)

Please check these boxes to confirm that the attached document(s), on line 3017, contains the required information pursuant to § 54.313(f)(2) compliance requires:

- (3015) Electronic copy of their annual RUS reports (Operating Report for Telecommunications Borrowers) ☐
(3016) Document(s) for Balance Sheet, Income Statement and Statement of Cash Flows ☐

- (3017) If the response is yes on line 3014, attach your company's RUS annual report and all required documentation

Name of Attached Document Listing Required Information

- (3018) If the response is no on line 3014, Is your company audited?

(Yes/No) ☒ ☒

If the response is yes on line 3018, please check the boxes below to confirm your submission, on line 3026 pursuant to § 54.313(f)(2), contains:

- (3019) Either a copy of their audited financial statement; or (2) a financial report in a format comparable to RUS Operating Report for Telecommunications ☐

- (3020) Document(s) for Balance Sheet, Income Statement and Statement of Cash Flows ☐

- (3021) Management letter issued by the independent certified public accountant that performed the company's financial audit. ☐

If the response is no on line 3018, please check the boxes below to confirm your submission, on line 3026 pursuant to § 54.313(f)(2), contains:

- (3022) Copy of their financial statement which has been subject to review by an independent certified public accountant; or (2) a financial report in a format comparable to RUS Operating Report for Telecommunications Borrowers, ☐

- (3023) Underlying information subjected to a review by an independent certified public accountant ☐

- (3024) Underlying information subjected to an officer certification. ☐

- (3025) Document(s) for Balance Sheet, Income Statement and Statement of Cash Flows ☐

- (3026) Attach the worksheet listing required information

Name of Attached Document Listing Required Information

Certification - Reporting Carrier Data Reported: None	CCA Form 482 CCA Control No. 2013-0522/2013 Control No. 2013-0519 July 2013
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TO BE COMPLETED BY THE REPORTING CARRIER, IF THE REPORTING CARRIER IS FILING ANNUAL REPORTING ON ITS OWN BEHALF:

Certification of Officer as to the Accuracy of the Data Reported for the Annual Reporting for CAF or LI Recipients	
I certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual reporting requirements for universal service support recipients; and, to the best of my knowledge, the information reported on this form and in any attachments is accurate.	
Name of Reporting Carrier: PhoneAid Communications Corp	
Signature of Authorized Officer: CERTIFIED ONLINE	Date 06/23/2014
Printed name of Authorized Officer: Angela Lemke	
Title or position of Authorized Officer: CEO President	
Telephone number of Authorized Officer: 8506029494 ext.8020	
Study Area Code of Reporting Carrier: 269019	Filing Due Date for this form: 07/01/2014
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

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<039> Contact Email Address - Email Address of person identified in data line <030>	Angela@freephoneaid.com

TO BE COMPLETED BY THE REPORTING CARRIER, IF AN AGENT IS FILING ANNUAL REPORTS ON THE CARRIER'S BEHALF:

Certification of Officer to Authorize an Agent to File Annual Reports for CAF or LI Recipients on Behalf of Reporting Carrier	
I certify that (Name of Agent) _____ is authorized to submit the information reported on behalf of the reporting carrier. I also certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual data reporting requirements provided to the authorized agent; and, to the best of my knowledge, the reports and data provided to the authorized agent is accurate.	
Name of Authorized Agent: _____	
Name of Reporting Carrier: _____	
Signature of Authorized Officer: _____	Date: _____
Printed name of Authorized Officer: _____	
Title or position of Authorized Officer: _____	
Telephone number of Authorized Officer: _____	
Study Area Code of Reporting Carrier: _____	Filing Due Date for this form: _____
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

TO BE COMPLETED BY THE AUTHORIZED AGENT:

Certification of Agent Authorized to File Annual Reports for CAF or LI Recipients on Behalf of Reporting Carrier	
I, as agent for the reporting carrier, certify that I am authorized to submit the annual reports for universal service support recipients on behalf of the reporting carrier; I have provided the data reported herein based on data provided by the reporting carrier; and, to the best of my knowledge, the information reported herein is accurate.	
Name of Reporting Carrier: _____	
Name of Authorized Agent or Employee of Agent: _____	
Signature of Authorized Agent or Employee of Agent: _____	Date: _____
Printed name of Authorized Agent or Employee of Agent: _____	
Title or position of Authorized Agent or Employee of Agent: _____	
Telephone number of Authorized Agent or Employee of Agent: _____	
Study Area Code of Reporting Carrier: _____	Filing Due Date for this form: _____
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

Attachments

CERTIFICATE OF COMPLIANCE WITH PROTECTION OF CUSTOMER PROPRIETARY NETWORK INFORMATION RULES

Including:

Statement Explaining How Operating Procedures Ensure Regulatory Compliance

Summary of all Customer Complaints Received

Received & Inspected

Angela Lemke signs this Certificate of Compliance in accordance with § 222 of the Telecommunications Act of 1996, as amended, 47 USC 222, and 47 CFR 64.2009, on behalf of PhoneAid Communications Corp., (Company), related to the previous calendar year.

JUL 11 2014

FCC Mail Room

This Certificate of Compliance addresses the requirement of 47 CFR 64.2009 that the Company provide:

- A "statement accompanying the certificate" to explain how its operating procedures ensure compliance with 47 CFR, Part 64, Subpart U.
- An explanation of any actions taken against data brokers.
- A summary of all customer complaints received in the past year concerning the unauthorized release of customer proprietary network information (CPNI).

On Behalf Of The Company, I Certify As Follows:

1. I am the President / CEO of the Company, and therefore an officer of the Company. My business address is 3200 Gulf Breeze Pkwy., Gulf Breeze, FL 32563.
2. I have personal knowledge of the facts stated in this Certificate of Compliance. I am responsible for overseeing compliance with the Federal Communications Commission's (FCC) rules relating to CPNI.

Statement Explaining How Operating Procedures Ensure Regulatory Compliance

3. I have personal knowledge that the Company has established operating procedures that are adequate to ensure compliance with the FCC's regulations governing CPNI, including those adopted on March 13, 2007 in CC Docket No. 96-115.
4. The Company ensures that it is in compliance with the FCC's CPNI regulations. The Company trains its personnel how to safeguard CPNI. The Company maintains an Employee Handbook in its offices citing CPNI Docket No. 06-36. Employee Handbook is updated to account for changes in law, including the FCC's most recent changes to its regulations governing CPNI, adopted on March 13, 2007 in CC Docket No. 96-115.

5. All PhoneAid employees are required to sign a company non-disclosure agreement which safeguards employees from sharing, disclosing or using for personal gain customer related information.
6. Company personnel make no decisions regarding CPNI without first consulting with management.
7. The Company has an express disciplinary process in place for personnel who make unauthorized use of CPNI.
8. The Company's policy is to maintain records of its own sales and marketing campaigns that use CPNI. The Company handles all marketing and sales campaigns using CPNI in-house, never releasing CPNI information to any third-party. The Company maintains these records in its offices for a minimum of one year.
9. In deciding whether the contemplated use of the CPNI is proper, management consults one or more of the following: the applicable FCC regulations, and, if necessary, legal counsel. The Company's sales personnel must obtain supervisory approval regarding any proposed use of CPNI.
10. The Company complies with all FCC requirements for the safeguarding of CPNI, including use of passwords and authentication methods, and the prevention of access to CPNI (and Call Detail Information in particular) by data brokers or "pre-texters."
11. The Company has established a non-disclosure agreement for all employees regarding any and all proprietary information gathered and enforces strict disciplinary actions for any and all violations.
12. The Company has established a strict Shred policy whereas all CPNI information is shredded and disposed of in accordance with Chapters 119 and 257, Florida Statutes; Chapters 1B-24, 1B-26 and Florida Administrative Code Policy No. OP-F-3.
13. The Company, on an ongoing basis, reviews changes in law affecting CPNI, and updates and trains company personnel accordingly.

Explanation of Actions Against Data Brokers

14. The Company has not encountered any circumstances requiring it to take any action against a data broker during the year to which this Certificate pertains.

Summary of all Customer Complaints Received

15. The following is a summary of all customer complaints received in the past year concerning the unauthorized release of CPNI: None.

16. The Company does not at this point have any specific information on the processes pretexters are using to attempt to access its Customer's CPNI.

Original signed by Angela Lemke

A handwritten signature in black ink, appearing to read 'Angela Lemke', written over a horizontal line.

Date: June 23rd, 2014

Angela Lemke, President / CEO
PhoneAid Communications, Corp.

JUL 11 2014

TERMS AND CONDITIONS OF SERVICE

FCC Mail Room

Existing PhoneAid Communications Corp. tariffs which are officially on file with the various state public utilities commissions and the Federal Communication Commission ("FCC") supersede any terms related to the Services.

The following Terms and Conditions of Service as stated by PhoneAid Communications Corp. contain important information about your rights as a subscriber. By subscribing to service provided by PhoneAid, you are agreeing to the following Terms and Conditions of Service. PhoneAid Lifeline Service requires that you meet eligibility requirements in your state for Lifeline. Any changes or modifications to these PhoneAid Terms and Conditions of Service will be binding once posted on the PhoneAid website found at www.freephoneaid.com.

SURCHARGES AND TAXES:

PhoneAid subscribers are solely responsible for paying all charges including, but not limited to all applicable surcharges, fees, taxes, and regulatory charges. PhoneAid subscribers are responsible for all charges applicable to Customer. Changes to a surcharge, fee or tax will become effective as provided by the taxing authority and change to applicable contribution amounts for the Federal Universal Service Fund ("FUSF"). Other regulatory charges may become effective immediately.

LIMITATION OF LIABILITY: PhoneAid will not provide any connections to or the installation of phone jacks. PhoneAid will provide dial tone to the customer interface box (D-MARK or NID). PhoneAid is not responsible for problems that are determined to be inside wiring. New Service Requests can take up to 15 business days and the installation date is completely dependent on when AT&T can install the service. If AT&T determines the service address is invalid, the installation date will be delayed. PhoneAid is not responsible for crediting your account for any delays in activating service. If you are not sure if your service is active you are responsible for contacting us to verify if your service is active.

INDEMNITY: To the full extent allowed by law, you hereby release, indemnify, and hold PhoneAid and its officers, directors, employees and agents harmless from and against any and all claims of any person or entity for damages of any nature arising in any way from or relating to, directly or indirectly, service provided by PhoneAid or any person's use thereof (including, but not limited to, and personal injury), INCLUDING CLAIMS ARISING IN WHOLE OR IN PART FROM THE ALLEGED NEGLIGENCE OF PHONEAID. This obligation shall survive termination or expiration of your service with PhoneAid.

SERVICE RESTRICTIONS:

Toll Limitation Service (TLS) support allows eligible consumers to choose Toll Blocking or Toll Control services at no cost. Consumers who wish to avoid incurring large long distance charges can choose either Toll Blocking, which prevents callers from placing any long distance calls, or Toll Control, which limits long distance calls to a pre-set amount selected by the consumer. The service deposit for providing local telephone service is waived if a consumer voluntarily elects Toll Blocking.

PhoneAid Communications service blocks access to certain categories of numbers (e.g. 976, 900 and international destinations) at the sole discretion of PhoneAid. PhoneAid also reserves the right to change or modify any of these PhoneAid and Conditions of Service at any time and at PhoneAid's sole discretion. Your PhoneAid account is non-transferrable. Your lifeline subsidy is non transferable.

ACTIVATION FEE: Your PhoneAid Home Phone account requires an Activation Fee. PhoneAid offers connection fee promotions. Promotions are subject to change and are at the discretion of PhoneAid. Promotions can include up to 50% of your Activation fee may be paid by PhoneAid, however, you are solely liable for the remaining balance of any pending activation charges. Some promotions include deferred charges; however, you are solely liable for the remaining balance of any pending activation charges that were deferred. PhoneAid Communications Home Phone Activation Fees varies per state. PhoneAid has options available to defer the Activation Fee depending on your service agreement. If your PhoneAid service is ever disconnected for any reason, an Activation Fee and new phone number may be required to reactivate PhoneAid service.

PhoneAid subscribers acquire no proprietary interest in any telephone number assigned to their PhoneAid account. PhoneAid subscribers must accept the telephone number assigned to the PhoneAid account at the time of activation, which shall be assigned at the sole discretion of PhoneAid. PhoneAid rates and services are subject to change without notice in accordance to their active tariff for your service area.

PhoneAid may modify or cancel any service or take corrective action at any time without prior notice and for any reason, including but not limited to your violation of PhoneAid Terms and Conditions. PhoneAid customer service can be reached by dialing 1-877-895-4050.

CHARGES YOU ARE RESPONSIBLE FOR: The customer is responsible for paying all charges. Charges may include, without limitation: recurring monthly service, activation, service extension charges, applicable taxes, surcharges and governmental fees, whether assessed directly upon you or upon PhoneAid. Payment for all charges is made in advance. Additional charges may apply for detailed information about your usage of services.

ACCOUNT ACCESS: PhoneAid may provide information about and make changes to PhoneAid subscriber's accounts, including, but not limited to, suspending, deactivating, adding new service, changing service, providing information that may amount to Customer Proprietary Network Information ("CPNI") upon the direction of any person able to provide information PhoneAid deems sufficient to identify you as the PhoneAid subscriber.

Your caller identification information (such as your name and phone number) may be displayed on the equipment or bill of the person receiving your call; technical limitations may, in some circumstances, prevent you from blocking the transmission of caller identification information. You hereby consent to the use by PhoneAid or our authorized agents of regular mail, predictive or autodialing equipment, email, text messaging, facsimile or other reasonable means to contact you the PhoneAid subscriber to advise you about our services or other matters PhoneAid may believe to be of interest to you the PhoneAid subscriber. PhoneAid reserves the right to contact you the PhoneAid subscriber by any means regarding customer service related notifications, or other such information.

OVERVIEW OF THE LIFELINE PROGRAM: PhoneAid service offering is a part of a program that derives from the Universal Service Fund. The part of the program that PhoneAid offers to qualified subscribers is called the Lifeline program. Lifeline provides discounts that make telephone service (and wireless service) more affordable for more than 7 million Americans. The wire line and wireless companies that provide Lifeline are approved to participate in the low income program of the Universal Service Fund for the revenue they forgo by providing discounted service to eligible consumers.

Lifeline is essentially monthly support that lowers the cost of monthly local wire line or wireless telephone service. An eligible customer may receive the Lifeline discount on either a wire line or wireless connection, but the discount is available for only one telephone connection per economic household. Lifeline support is essentially a monthly support amount that varies between states, and eligible consumers can receive up to \$9.25 per month in Federal Lifeline subsidies.

Approved applicants will receive a discount off their monthly service. A discount of up to \$9.25 is available for approved applicants residing in federal default state or territory (Delaware, Hawaii, Indiana, Louisiana, New Hampshire, North Dakota, South Dakota, American Samoa, and the Northern Mariana Islands).

Discounts for applicants residing in other states or territories not previously mentioned, including tribal lands, vary state by state. PhoneAid Communications Corp. reserves the right to determine at its sole discretion whether or not an applicant meets the eligibility requirements to participate.

In order to qualify for, and participate in, the PhoneAid Lifeline service offering, a person must meet certain state and federal eligibility requirements that can be unique to the particular state where the subscriber resides and the Service is to be provided.

Eligible subscribers can qualify for the Lifeline program one of two ways; either through what is known as 1) Program Based Eligibility or 2) Income Based Eligibility.

DESCRIPTION OF ANNUAL RECERTIFICATION/VERIFICATION: PhoneAid Communications Corp. reserves the right to determine at its sole discretion whether or not an applicant meets the eligibility requirements to participate.

As of the new Lifeline Reform all PhoneAid Lifeline subscribers will be required to re-certify on an annual basis to remain eligible to receive benefits under the PhoneAid program. Each PhoneAid Lifeline subscriber is required to re-certify for the Lifeline program pursuant to the appropriate federal and/or state rules associated with verification of Lifeline.

PhoneAid reserves the right to determine at its sole discretion if a PhoneAid subscriber meets the annual Recertification/Verification requirements and if the subscriber fails to re-qualify for PhoneAid Service the subscriber will be disqualified from receiving the Lifeline benefit but may remain as a PhoneAid customer. A PhoneAid customer's enrollment may be cancelled if so requested by a state and/or federal authority. PhoneAid reserves the right to cancel the enrollment of any customer and suspend or deactivate any PhoneAid service for any fraud related reasons.

PRIVACY POLICY SCOPE:

PhoneAid respects the privacy of all of its subscribers. Privacy is a matter of trust and PhoneAid Communications Corp. will work to make sure subscribers' information is protected.

Information We Collect, How We Collect It, And How We Use It

We collect your information through various avenues including information you provide us during transactions, customer service, surveys, online registration for service, and contact information you provide us. We may collect your information so that we may better provide you our service. We may use the information collected to:

Provide you with the best customer experience possible;

Respond to your questions;

Communicate with you regarding service updates, offers, and promotions;

Address network integrity and security issues;

Investigate, prevent or take action regarding illegal activities, violations of our Terms of Service or Acceptable Use Policies; and

For local directory and directory assistance purposes.

How we use/share your Information

Subject to applicable legal restrictions, PhoneAid Communications may share your Personal Information to make sure we provide you with the best service possible. We share your Personal Information only with non-Phone Aid companies that perform services on our behalf (ex. Billing), and only as necessary for them to perform those services.

We do not provide Personal Information to non-Phone Aid companies for the marketing of their own products and services without your consent. We may provide Personal Information to non-Phone Aid companies or other third parties for purposes such as:

Responding to 911 calls and other emergencies;

Complying with court orders and other legal process;

To assist with identity verification, and to prevent fraud and identity theft